

REMARKS

Reconsideration and further prosecution of the above-identified application are respectfully requested in view of the amendments and discussion that follows. Claims 1-28 are pending in the prior application.

Rejections Under 35 U.S.C. §102(e)

Claims 1-28 have been rejected under 35 U.S.C. §102(e) as being anticipated by U.S. Pat. No. 6,623,049 to Kuhn. The applicant respectfully traverses these rejections.

Independent claim 1 has been further limited to the context "wherein the interaction record contains a plurality of identified data items and a respective numerical value associated with each of the identified data items." Independent claims 14, 27 and 28 have been similarly limited. Support for the further limitation may be found in the list of identified data items shown beginning on page 20, line 16 and continuing to line 23 of page 21.

Independent claim 1 has also been further limited to the method step of "the computer determining how each entry of a plurality of entries of the cumulative record is to be modified by respective data items of the plurality of data items to reflect the interaction information within the interaction record based upon a data operation associated with each entry." Independent claims 14, 27 and 28 have been similarly limited. Support for the further limitation may be found on page 22, lines 9-12.

Independent claim 1 has also been further limited to the method step of "a thread pool with a plurality of

threads processing each data item and respective numerical value of the plurality of identified data items of the interaction record in parallel." Independent claims 14, 27 and 28 have been similarly limited. Support for this further limitation may be found in the specification on page 22, lines 7-9.

It may be noted that Kuhn fails to provide any teaching of "an interaction record including interaction information describing a customer interaction wherein the interaction record contains a plurality of identified data items and a respective numerical value associated with each of the identified data items." At best, Kuhn merely receives a call notification and increments a value "K" to count the number of calls to an agent. The recording of calls under Kuhn would not involve a plurality of identified data items because a recording is a single data item with many numerical values.

Kuhn also fails to provide any teaching regarding a "computer determining how each entry of a plurality of entries of the cumulative record is to be modified by respective data items of the plurality of data items to reflect the interaction information within the interaction record based upon a data operation associated with each entry." While Kuhn may have a number of recordings, they are created individually at different times. There is no cumulative record within Kuhn with a plurality of entries that are individually modified via respective parts of an interaction record.

Kuhn also fails to provide any teaching regarding "a thread pool with a plurality of threads processing each data item and respective numerical value of the plurality of identified data items of the interaction record in

parallel." Since the Kuhn recordings are created individually there is no comparable thread pool where the data items of an interaction record are processed in parallel.

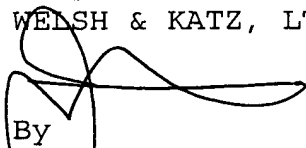
As such, Kuhn does not do the same or any similar thing as that of the claimed invention. Since Kuhn does not do the same or any similar thing as that of the claimed invention, the rejections are now improper and should be withdrawn.

Closing Remarks

Allowance of claims 1-28, as now presented, is believed to be in order and such action is earnestly solicited. Should the Examiner be of the opinion that a telephone conference would expedite prosecution of the subject application, he is respectfully requested to telephone applicant's undersigned attorney.

The Commissioner is hereby authorized to charge any additional fee which may be required for this application under 37 C.F.R. §§ 1.16-1.18, including but not limited to the issue fee, or credit any overpayment, to Deposit Account No. 23-0920. Should no proper amount be enclosed herewith, as by a check being in the wrong amount, unsigned, post-dated, otherwise improper or informal, or even entirely missing, the Commissioner is authorized to charge the unpaid amount to Deposit Account No. 23-0920. A duplicate copy of this sheet(s) is enclosed.

Respectfully submitted,
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